

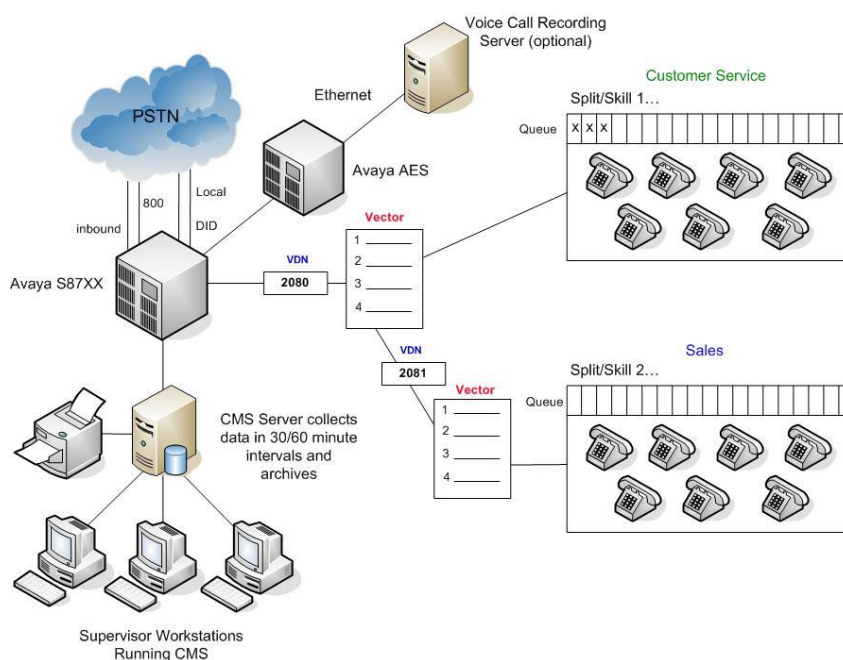
Call Center Solutions

DC-Net provides Automated Call Distribution, Call Management System, and Voice Call Recording solutions that give call centers of any size a full-scale, efficient system for managing calls. These products are available on Avaya Digital and VoIP services.

Automatic Call Distribution and Call Management System

Automatic Call Distribution and Call Management System (ACD/CMS) can significantly improve how your call center manages incoming calls. Together these products help you increase call efficiency and provide higher quality service.

ACD/CMS is a scalable system for call centers at agencies that need to ensure caller satisfaction in the face of high call volume. The ACD server routes incoming calls to available call agents. The CMS is an optional feature that tracks available agents. Call agents use CMS to enter their availability and other information as they work. This data is then available in real-time and stored in 30-minute increments for historical reports (see figure).



Key benefits of ACD/CMS include:

- **Increase your call volume without adding staff.** Analyze call information—from average wait times to resolution rates. Use real-time data to make informed decisions on how to redistribute agents and thus reduce response times. View historical data (of up to a year or more) to see performance trends and improve processes based on these.
- **Enhance productivity while keeping close control on costs.** ACD/CMS costs pay for themselves in a short time through the system's reliability in successfully routing all calls, the ease of use for call agents, and improved call agent productivity. Use historical data to establish performance benchmarks and to plan more effective customer service campaigns.

- **Improve customer satisfaction.** Customers will notice the difference in efficiency, effectiveness, and quality of interactions as you use data and quality metrics derived from ACD/CMS to improve staffing performance.
- **Recruit and retain top call agents.** Agents benefit by working in an environment where work is more equitably distributed and performance is based on measurable performance goals.

For ease of use for call agents, you can also add optional IP Agent software which controls the agent's desk phone from his or her PC. This centralizes all of the agent's activity on the PC.

You can purchase ACD with or without CMS, but to use CMS you need ACD. You can also add Voice Call Recording for recording calls and agent desktop contents.

DC-Net has designed and implemented a number of ACD/CMS systems in the District, including at the Department of Motor Vehicles, Children and Family Services, and the 911 Call Center. We can customize aspects of the system to suit your agency's needs. For example, you may want to refine report data to better see performance at your call center or customize how calls are routed through the ACD/CMS.

Voice Call Recording

Ideal for call centers where calls must be monitored, such as 911 and other emergency call centers, Voice Call Recording gives you the capability to record and review telephone conversations and agent desktop application screens during a call.

Using NICE Systems voice and screen logging technology, data from the call streams is filtered based on the calls on phones you want to monitor. The system is connected to the PBX server (as shown in the figure). Calls are searchable by telephone number, user name, and timestamp. The system can also measure how many calls an agent has received.

An additional feature available with Voice Call Recording provides corresponding screenshots of applications open on an agent's PC during the call. This is useful, for example, if you need to compare the contents of a conversation with an agent's record of that conversation. Recorded text on screens is searchable.

Contact DC-Net

To order your call center solution, contact your ATC. For pricing and additional product information, contact DC-Net Customer Care at 202-715-3801. Visit DC-Net online at: www.dcnet.in.dc.gov.

